



Deputy Director  
for Administration

DDA 85-4206/1  
12 December 1985

DDA REGISTRY  
FILE: 18-4

NOTE FOR: Director of Training and Education

SUBJECT: Administrative Support Personnel  
Professional Development Course

Stan,

This is very good. Wish we could do more.  
Please pass along my thanks.

Jim said he heard nothing but good words  
about the course during his trip to the Far East.

STAT



Harry E. Fitzwater

Attachment

DDA/HEFitzwater:rf (12 Dec 85)

Distribution:

Orig - Addressee

① - DDA Subject

1 - DDA Chrono

1 - HEF Chrono

85-4206

9 DEC 1985

MEMORANDUM FOR: Deputy Director for Operations  
Deputy Director for Administration

25X1 FROM: [REDACTED]  
Chief, East Asia Division

SUBJECT: Administrative Support Personnel Professional  
Development Course

1. I would like to make you aware of a professional development training course that East Asia Division initiated and sponsored for our administrative support and secretarial employees assigned overseas. As an extension of the search for excellence, we recognized that an extremely important segment of our overseas population were typically not given the opportunity for personal and professional developmental training during their brief transits at headquarters. While they are informed by messages to the field of the actions and initiatives being done on their behalf in headquarters, they have not generally been able to take advantage of the training opportunities because of their field assignments.

2. With this issue in mind, we contacted the Office of Training and Education (OT&E) and asked if they could develop an intensive three and one-half day course to concentrate on personal awareness, interpersonal relations, communication and leadership skills, time and stress management and personal/professional development. The resultant course was held [REDACTED] in the fall 1985 with three instructors from OT&E for a total number of 43 attendees

25X1 [REDACTED] The course was extremely  
25X1 successful and beneficial for all those who attended and was enthusiastically received by the attendees. In the course critiques, the overwhelming consensus was that by holding this course, EA management demonstrated a concern for the well being of its secretaries and field clerical personnel and recognized them as professional employees. Excerpted below are a few of the comments contained in the critiques. These are representative of many other similar comments and of what the attendees told the EA headquarters representatives at the course. In addition, [REDACTED]

25X1 [REDACTED] sent a message which I believe captures the essence of  
25X1 what we hoped to and did achieve. A copy of this message is attached.

S E C R E T

SUBJECT: Administrative Support Personnel Professional  
Development Course

"Just the fact that you came to the field to teach this course shows that you and Headquarters care. I think that is significant."

"One thing I found very beneficial was being able to compare notes with the other women who attended and made to feel a part of the organization and not just another contract wife. I felt the course was very much geared to making us all feel that even though we are in the field we are not forgotten and that people do care."

"The idea of secretaries being considered 'professional' and that management is doing something toward future development."

"The most beneficial part was the sharing of ideas and common concerns. Also the awareness of oneself and how others perceive me. Also, I was able to identify with similar problems that surfaced in the presentations and get practical solutions."

"This particular course should continue to be offered. It is enlightening, beneficial and gives individuals a chance to open up their minds to new ideas."

3. The initial running of this course was so successful that we plan to repeat it in the fall of 1986. We believe that this course has wider application than just in East Asia and would hope that other Agency components take advantage of OT&E's capabilities.

25X1



Attachment: As stated

cc: Director of Personnel  
Chief, Career Management Staff, DO

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